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**Employability Assistant Apprenticeship L3**

**Hours of work –** Core business hours between 9am and 5pm (Flexible working may become available as candidates make progress within role)

**Hourly Rate –** £5.28

**Holidays –** 24 days’ paid holiday per year as well as bank holidays.

Your Homes Newcastle (YHN) manages homes on behalf of Newcastle City Council (NCC). As well as looking after properties, we also provide a range of services that support our customers both young and old. To find out more about what we do, visit @newsfromYHN or [www.yhn.org.uk](http://www.yhn.org.uk).

**Eligibility**

As part of the recruitment process, priority will be given to applicants who live in a YHN home.

If you have already been employed by YHN as an apprentice or trainee unfortunately you will not be eligible to apply for this programme.

**About the role**

This role at Your Homes Newcastle (YHN) will give you an exciting opportunity to develop your business admin skills whilst working for a large local organisation. Your role will involve providing admin support to the Employability Team, who provide support to customers looking for work. This will be a very varied role and includes the opportunity to support at large and small-scale events to support customers into work and improve YHN’s recruitment. You will receive lots of support and training and we have a great track record of our apprentices progressing to more permanent employment.

You will get involved in lots of tasks including:

* Providing administrative support in the organisation, and delivery of events.
* Speaking to customers about the services we offer.
* Pre-employment checks and other administrative tasks within the recruitment process.
* Providing in-person support on training sessions for customers.
* Providing a range of administrative support and services to the team.
* Maintaining accurate records and information.
* Managing e-mails, calendar appointments, filing and typing as required.
* Liaising with customers to diagnose concerns and find suitable resolutions.
* Interaction with different officers across YHN including front line staff and other stakeholders.
* Dealing with enquiries from both internal and external customers.
* Sending information to customers and staff.
* Using bespoke IT systems.
* Participating in the apprenticeship training and achieving all qualifications.

**About the person**

We are not looking for someone with lots of experience as lots of training will be given, however we will be looking for someone who can demonstrate the following skills and behaviours:

* Enthusiastic about helping people.
* Excellent levels of timekeeping and attendance.
* Excellent level of customer service (polite, friendly, helpful).
* Good level of literacy.
* Able to communicate across all levels, with different customers, colleagues and other partners.
* Able to plan and work to deadlines.
* IT skills including Microsoft Office skills (Word, Excel, Access) and ability to learn different IT software.
* Motivated to develop and pass college assignments.
* Work in a professional manner in an office environment in accordance with YHN’s core values.